

## Cross-border social fraud and abuse in social security: the Osiris Platform

### Belgium

GENERAL INFORMATION	
<b>Name of the organisation</b>	Belgian Federal Public Service of Social Security
<b>Type of organisation</b>	Other
<b>Address</b>	Boulevard du Jardin Botanique 50, 1000 Brussels, Belgium
<b>Web page</b>	<a href="https://socialsecurity.belgium.be/fr">https://socialsecurity.belgium.be/fr</a>
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<b>Member State</b>	Belgium
GOOD PRACTICE - GENERAL INFORMATION	
<b>Title of the good practice</b>	Cross-border social fraud and abuse in social security: the Osiris Platform
<b>Topic of the good practice</b>	Preventing social security fraud
<b>Geographical focus</b>	Cross-country (please specify)  All European Member States
<b>Duration</b>	01-07-2015 - ongoing
<b>Summary of the good practice</b>	The Osiris Platform is a tool designed to foster collaboration among Belgian institutions and administration. Its primary objectives include the effective implementation of the dialogue and conciliation procedure and the establishment of structural cooperation with Member States. The platform is modelled on the existing dialogue and conciliation procedure at the European level, enabling the monitoring and conciliation procedure through quantitative data, offering a comprehensive

	<p>overview of cases handled by institutions, promoting structural cooperation with foreign authorities, extracting statistical data and facilitating reporting to political authorities. Thus, the tool prevents the risks of social fraud and errors in cross-border situations by providing evidence-based data. The procedure made it possible to provide the European Commission with relevant information on the issue of social dumping in the EU and has demonstrated efficiency in fighting and preventing cross-border social security fraud.</p>
<b>OBJECTIVES AND ACTIVITIES</b>	
<p><b>Background/context</b></p>	<p>On the Belgian government's agenda, preventing and fighting cross-border social security fraud is a political priority. To address this, the Belgian Federal Service of Social Security, in collaboration with the relevant Belgian institutions, has developed the digital platform Osiris to systematically use the dialogue and conciliation procedure. Belgium is one of the countries that uses the most the dialogue and conciliation procedure in the EU. The Osiris Platform has proven to be a highly efficient tool in this process, serving as a foundation for evidence-based policy. Its credibility and accountability derive from the fact that it works based on concrete data and figures. On this basis, the Belgian Federal Public Service of Social Security has been able to develop closer cooperation with several Member States through concrete actions such as systematic exchange and comparison of <i>ex ante</i> data relating in particular to the rejection of requests to issue A1 portable documents by foreign authorities. The principle of structural cooperation that the tool strengthens applies both to the Belgian institutions that work together on the cases in different stages of the procedure (internal cooperation) and to the Member States (external cooperation).</p>
<p><b>Objectives</b></p>	<p><b>General Objective:</b></p> <ul style="list-style-type: none"> <li>▶ To prevent the risks of social security fraud and errors in cross-border situations.</li> </ul> <p><b>Specific Objectives:</b></p>

	<ul style="list-style-type: none"> <li>▶ To establish cooperation on a national level between Belgian administration, competent authorities and institutions.</li> <li>▶ To encourage a more structural cooperation with Member States/foreign authorities.</li> <li>▶ To monitor the dialogue and conciliation procedure and to provide an overview of the cases handled at a European level.</li> </ul>
<p><b>Main activities</b></p>	<ul style="list-style-type: none"> <li>▶ The Osiris Platform is an IT tool developed by the Belgian Federal Public Service of Social Security (DG Strategy and Research) to provide the Social Intelligence and Investigation Service, all the institutions involved and the Ministers in charge of coordinating social fraud with monitoring and reporting (in terms of quantitative and qualitative data) on all disputed Portable Documents A1 issued by foreign institutions within the framework of Decision A1 of the Administrative Commission.</li> <li>▶ The platform connects all the Belgian competent institutions involved (Stage 1 of the conciliation and dialogue procedure) as well as the competent authority (the DG Strategy and Research of the Belgian FPS of Social Security – Stage 2 of the conciliation and dialogue procedure).</li> <li>▶ The platform aims to ensure that the deadlines that are specified within the A1 Decision are respected and identify the main encountered problems to be solved.</li> <li>▶ The platform also provides Belgian competent institutions with guidelines to handle individual cases and a common instruction report in English. The data analysis is a sophisticated data analysis methodology developed by the DG Policy Coordination and international relations (Belgian FPS Social Security) closely with the relevant Belgian institutions to identify high risk categories. In this way investigations into the possible incorrect usage of PDs A1 on the part of incoming posted workers can be prioritised.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Through the platform, the Belgian Federal Public Service of Social Security can produce short, evidence-based reports with clear figures and statistics, monitor and exchange on documents such as the PDs A1 and all the files with cases with other countries.</li> <li>▶ Latest developments of the platform include improving its functionalities to meet the needs of social inspectorates, social partners etc. One of the improvements involves exploring how the digital platform can be extended to the mediation procedure conducted under ELA and its interaction with the conciliation procedure conducted under the aegis of the Administrative Commission for the Coordination of Social Security Systems.</li> </ul>
<p><b>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</b></p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in <a href="#">ELA Virtual library</a>.)</p>	<p>No</p>
<p><b>Funding/organisational resources</b></p>	<p>The ICT and all the resources used are in the Belgian Federal Public Service of Social Security's budget. The tool was developed and is managed by the internal IT department of the FPS. No external resources have been used.</p>
<p><b>PARTICIPATION</b></p>	
<p><b>Stakeholders involved</b></p>	<ul style="list-style-type: none"> <li>▶ Belgian administration, competent authorities and institutions</li> </ul>
<p><b>Target groups</b></p>	<ul style="list-style-type: none"> <li>▶ Member States (foreign authorities)</li> </ul>
<p><b>Final beneficiaries</b></p>	<ul style="list-style-type: none"> <li>▶ Belgian administration, competent authorities and institutions</li> <li>▶ Strategic units in the relevant ministerial cabinets</li> </ul>

	▶ Member States (foreign authorities)
<b>GOOD PRACTICE CRITERIA</b>	
<b>Achievements/ Results and outcomes</b> (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility))	The cooperation with and between Member States (foreign competent authorities) became closer and more structural, and thus it became easier to prevent the risks of social security fraud and error in cross-border situations.
<b>Recognition</b> (has this good practice been recognised on regional, national or EU level)	<ul style="list-style-type: none"> <li>▶ The Osiris Platform (and its use) was presented as part of the work of the advisory committee accompanying ELA and was already accepted as good practice at the time ELA was set up. (EC, Decision 2018/402, OJ L72/20 of 15/3/2018).</li> <li>▶ The report 'Posted workers from and to Belgium'<sup>1</sup>, carried out by KU Leuven University, mentioned the Osiris Platform as a best practice.</li> </ul>
<b>Cost effectiveness</b> (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)	The tool is cost-effective, as it is an IT tool and thus, requires only small costs such as the time of the human resources/developers working on the platform.
<b>Transferability</b> (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this measure to be successful in their country/group/sector)	The Osiris Platform is transferable to other contexts and Member States, with the aim to improve their social security systems, with a single limit, that it is created to facilitate the dialogue and conciliation process.
<b>Sustainability</b> (how the practice is sustainable from a social, financial or environmental perspective)	The Osiris Platform is a sustainable tool as it is an IT tool that can be maintained with low costs.
<b>Innovativeness</b> (innovative features of the good practice)	In the autumn of 2023, the first wave of recent improvements was implemented by a dedicated working group that has been developing new functionalities for the platform over the past year. These developments included an update addressing the question of respecting deadlines, resulting in a more streamlined workflow that facilitates a more precise assessment of situations where a delay is anticipated.

<sup>1</sup> De Wispelaere, F., De Smedt, L., Muñoz, M., Gillis, D. & Pacolet, J. (2022), Posted workers from and to Belgium. Facts and figures, Leuven: POSTING.STAT project VS/2020/0499. Available at: in the report 'Posted workers from and to Belgium'<sup>1</sup> a [report commissioned by the European Commission](#)

	<p>Another improvement introduces the possibility of closing a case with the functionality of (dis)satisfaction which better reflects if all requested information was timely provided and submitted in the system. Additionally, a significant aspect of the latest changes involves the ability to monitor third-country nationals posted to Belgium.</p> <p>Other innovative relevant functions have been implemented, such as an analysis of the sectors of activity and nationality of the workers concerned, a more refined monitoring of phase III cases, etc.</p>
<p><b>Digitalisation</b> (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<p>The e-platform Osiris is a well-working digital system.</p>